

# Anthem Blue Cross and Blue Shield

*Medicaid*



# Introduction

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# Service Area

Statewide - except Region 3 counties



We are an option for Medicaid-eligible members within our service area.

## Our Membership

As of January 1, 2014, Anthem enrolled members who were newly eligible through the Affordable Care Act.

As of July 1, 2014, Anthem also became a new Medicaid option for other populations, including Temporary Assistance for Needy Families (TANF) and the Kentucky Children's Health Insurance Plan (KCHIP) in all regions, except Region 3.

Total membership as of July 28, 2014 = 39,503



# Health Plan Performance

\*Statistics as of July 2014



# Claims

- 99% of claims are paid within 30 days
- Turn around time for paper claims:
  - 3.8 Days
- Turn around time for electronic claims:
  - 2.2 Days

# Provider Network

The Medicaid provider network was built by amending the Anthem commercial network agreements to add the Medicaid product and plan requirements.

We have a very comprehensive, statewide network that includes over 16,000 providers.

- ✓ **Facility 104**
- ✓ **OB/Gyn 492**
- ✓ **PCP 2424**
- ✓ **Pediatric 425**
- ✓ **Specialist 12,965**
- ✓ **Behavioral Health 1,125**

- **Total calls since 1/1/14:** 72,835
- **Service level within 30 sec.:** 83.63%
- **Abandonment rate:** 0.88%
- **Average Speed of Answer:** 20 Seconds
- **Average talk time:** 5:43
- **Call Quality Average:** 96.91%





## Healthcare Management Services

- **Health Risk Assessments**

Total Membership:	38,669
<u>Total Completed HRA's:</u>	<u>13,277</u>
	~34%

- **Inpatient Request Turnaround Time\***

99.79% responded to within 2 days

\*(January through June data)

- **Outpatient Request Turnaround Time\***

97.18% responded to within 2 days

\*(January through April data)

# What Anthem Has To Offer



## Provider Collaboration and Incentive Programs

### Collaboration and Incentive Program Options:

- **Pay for Performance**
  - Achieving preset quality targets, such as HEDIS measures
- **New Market PCP Shared Savings**
  - Medical loss ratio target with risk corridor
  - Essential PCP reports
- **Provider Quality Incentive Program (PQIP)**
  - Medical loss ratio shared savings program that incorporates a quality threshold which impacts the amount of shared savings paid to the PCP.
  - Essential PCP reports
- **Risk Arrangements**

As a leader in managed health care services for the public sector, Anthem Blue Cross and Blue Shield helps low-income families, children, pregnant women and people with disabilities get the care they need.

The mission of Anthem is to coordinate the physical and behavioral health care of members, offering a continuum of targeted interventions, education, and enhanced access to care to ensure improved outcomes and quality of life for our members.

# Value Added Benefits

- **NO COPAYS** **\*\*Effective September 1, 2014\*\***
- **Free Crib or Car Seat** **\*\*Effective September 1, 2014\*\***
- **Free Sports Physicals** **\*\*Effective September 1, 2014\*\***
- **Free Membership to Participating Boys and Girls Clubs**
- **Free Gift Cards** for checkups in our Pregnancy Rewards Program
  - 1<sup>st</sup> Trimester=\$25 Gift Card-**Wal-Mart**
  - 3<sup>rd</sup> Trimester=\$25 Gift Card-**Wal-Mart**
  - Postpartum visit=\$25 Gift Card **Wal-Mart**
- **\$50 Wal-Mart Gift Card** for Well Child visits

# Success Stories

- Medication Assistance
- Physical Health Assistance
- Behavioral Health Assistance

# Thank You!



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